

Division of Behavioral Health Services

Office of the Deputy Director

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JANET NAPOLITANO, GOVERNOR
CATHERINE R. EDEN, DIRECTOR

TO: RBHA and TRBHA Medical Directors and Clinical Leadership

FROM: Jerry L. Dennis, M.D.
ADHS/DBHS Medical Director

Dan Wendt
ADHS/DBHS Policy Office Manager

**SUBJECT: POLICY CLARIFICATION: COORDINATION OF CARE BETWEEN AHCCCS
HEALTH PLAN PCPS AND OTHER PCPS IN THE BEHAVIORAL HEALTH
SYSTEM**

DATE: May 26, 2004

This memorandum is intended to reiterate the responsibilities of Tribal and Regional Behavioral Health Authorities (T/RBHAs) and their subcontracted behavioral health providers in meeting the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) policy requirements for coordination of care with Arizona Health Care Cost Containment System (AHCCCS) Health Plan Primary Care Providers (PCPs).

As described in the ADHS/DBHS Provider Manual, Section 4.3, *Coordination of Care with AHCCCS Health Plans and Primary Care Providers*, communication and coordination between behavioral health providers and AHCCCS Health Plan PCPs is essential to ensure the well being of persons receiving services from both systems. If a T/RBHA or behavioral health provider experiences difficulty when trying to contact AHCCCS Health Plan PCPs, T/RBHAs or behavioral health providers are encouraged to contact the health plan's Behavioral Health Coordinator who can assist with coordinating care with AHCCCS Health Plan PCPs (see Provider Manual Form 4.3.1, *AHCCCS Contracted Health Plans Contact Information*, attached).

For T/RBHA enrolled persons who are not eligible for Title XIX or Title XXI coverage, behavioral health providers should coordinate care with any known medical care provider.

It is imperative that T/RBHA staff and their subcontracted providers have knowledge of and perform in accordance with ADHS/DBHS policy. Please ensure that the information contained in this memorandum is communicated to all relevant internal and subcontracted personnel. If you have any questions regarding this policy clarification, please contact Dan Wendt at (602) 364-4660.

AHCCCS Contracted Health Plans Contact Information

ARIZONA PHYSICIANS IPA, INC.

3141 North 3rd Avenue
Phoenix, Arizona 85013-4345
Behavioral Health Coordinator
Jaye Marcus-Ledford (602) 664-5384
Fax (602) 264-0597
E-mail: jacqueline_a_marcus-ledford@uhc.com

Member Services: (602) 264-1232

HEALTH CHOICE ARIZONA

1600 West Broadway, Ste. 260
Tempe, Arizona 85282-1136
(480) 968-6866
Interim Behavioral Health Coordinator
Lynn Klipfel
(480) 303-4423
Fax (480) 317-3358
E-mail: klipfel@iasishealthcare.com

Member Services: (800) 322-8670

PHOENIX HEALTH PLAN/ COMMUNITY CONNECTION

2700 North 3rd Street, Ste. 3000
Phoenix, Arizona 85004
(602) 824-3700
Behavioral Health Coordinator
John Jarab (602) 824-3882
Fax (602) 824-3773
E-mail: jjarab@phxmem.com

Member Services: (602) 824-3700

CARE 1ST HEALTH PLAN OF AZ

2355 East Camelback, Suite 300
Phoenix, Arizona 85016
(602) 778-1800
Behavioral Health Coordinator
Donna Smith (602) 778-1834
Fax (602) 778-1844
E-mail: dsmith@care1st.com

Member Services: (602) 508-3556

MARICOPA HEALTH PLAN (MHP)

2502 East University Drive, Ste. 125
Phoenix, Arizona 85034
(602) 344-8700
Behavioral Health Coordinator
Theresa Robben (602) 344-8362
Fax (602) 344-8751
E-mail: trobben@hcs.maricopa.gov

**Customer Service: (800) 582-8686
(602) 344-8760**

PIMA HEALTH PLAN

5055 East Broadway, Ste. A-200
Tucson, Arizona 85711
(520) 512-5500
Behavioral Health Coordinator
Melanie DiCicco (520) 512-5593
Fax (520) 745-6386
E-mail: administrator@pimahealthsystem.org

Member Services: (520) 512-5500

DES/CMDP

CMDP
P.O. Box 29202
Phoenix, Arizona 85038-9202
Site Code - 942C
(602) 351-2245
Behavioral Health Coordinator
Annette Sims (602) 351-2245
X7009
Fax (602) 351-8533
E-mail: annette.sims@mail.de.state.az.us

Member Services: (602) 351-2245

MERCY CARE PLAN

2800 North Central Avenue, Ste. 400
Phoenix, Arizona 85004
(602) 230-9921
Behavioral Health Coordinator
Shannon Martin (602) 798-2690
Fax (602) 263-3022
E-mail: smartin@schalleranderson.com

Member Services: (602) 263-3000

UNIVERSITY FAMILY CARE

575 East River Road
Tucson, Arizona 85704
1-(888) 708-2930
Behavioral Health Coordinator
Shawnee Inez (520) 322-6588
Fax (520) 690-2480
E-mail: sinez@upiaz.org

Member Services: (888) 708-2930